

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Kampala	2. AGENCY State Department	3a. POSITION NO. 358201-101236 (K0060775)
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☒ **Yes** ☐ **No** 100972 (K0061590) and 550009 (K0061433)

4. REASON FOR SUBMISSION

☐ a. Reclassification of duties: This position replaces

Position No. _____, Mail Clerk _____ (Title) _____ (Series) _____ (Grade)

☐ b. New Position

☒ c. Other (explain) SJD _____

5. CLASSIFICATION ACTION

Position Title and Series Code

Grade

Initials

Date
(mm-dd-yy)

a. Post Classification Authority

Mail Room Clerk, FSN-0130

5

AFRCC:

1/18/2022

b. Other
GTM/OE/PC

Mail Room Clerk, FSN-0130

5

c. Proposed by Initiating Office

6. POST TITLE POSITION (if different from official title)

7. NAME OF EMPLOYEE

8. OFFICE/SECTION
Management

a. First Subdivision
IRM

b. Second Subdivision

c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of Employee Date(mm-dd-yy)

Typed Name and Signature of Local Supervisor Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is valid management need for this position.

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of American Supervisor	Date(mm-dd-yy)	Typed Name and Signature of Human Resources Officer	Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

The Mailroom Clerk receives, dispatches, sorts, and distributes mail from multiple sources. These include but are not limited to local and international mail, Diplomatic Post Office (DPO) mail, diplomatic pouch material, and commercial courier services. The incumbent spends a large percentage of the time serving customers at the Mailroom service window. The incumbent is supervised by the Mailroom Supervisor with overall supervision by a designated Information Programs Center employee.

14. MAJOR DUTIES AND RESPONSIBILITIES

(35%) Mail Administration and Customer Service – Ensuring the efficient flow of mail to customers, and high levels of customer service - Provides incoming and outgoing postal service to customers by sorting and disseminating incoming mail into appropriate mail receptacles. Prepares outgoing mail for dispatch. Utilizes local and international courier services as appropriate. Provides friendly customer service to all mail room customers at the window, including accepting articles for mailing, and assisting customers with Kiosk and "Click-N-Ship" usage. Maintains active and inactive postal directory files. Issues keys or combinations for individual mailboxes for incoming personnel, and processes mail forwarding requests for departing personnel. Answers telephone calls and responds to written communication related to mailroom services. Maintains documents in accordance with records management and retention requirements. Protects and safeguards the thousands of dollars of goods and merchandise that transit the facility.

(25%) Official Mail handling – Maintaining the integrity and safety of the mail that arrives at post - Receives incoming local mail, sorts according to subject matter, organization, or addressee and routes to the appropriate organization or person. Checks outgoing mail for proper addressing, enclosures, postage, etc., and separates out for placement in outgoing unclassified pouches or local postal service for mailing, using franking machine if postage is required. Assists in maintaining all relevant logs for correspondence, packages, contents of unclassified pouches and local mail. Records arrival and delivery of all official mail via ILMS MMS and ILMS DPM module. Explains mail handling procedures and regulations to mission officials and employees. Receives mail handling training from the Diplomatic Security Weapons of Mass Destruction team and opens incoming local mail in the mail screening facility. Reports suspicious items by contacting RSO then IPC. Working with the GSO, Motor pool, HR or Protocol sections, performs delivery within city limits of urgent Embassy origin mail such as, paperwork to other foreign government offices and Embassies when local post is not adequate, urgent invitations to Embassy events, and gratuity deliveries. Schedules inter-office mail runs or sorts and distributes to office mailboxes.

(15%) Recordkeeping – Keeping proper ledgers of mail receipt and delivery to ensure all items are accounted for and properly billed - Performs standard procedures to process unclassified diplomatic pouch, dispatch and receive diplomatic pouches to/from the Department of State and any and other foreign postal agencies. This also involves accurate record keeping of invoices and associated paperwork related to pouch operations. In this role, the position performs all duties as required to ensure efficient and rapid dispatch of materials from ICASS supported Embassy sections and agencies utilizing private couriers. Reports violations of the use of the pouch to the supervisor and appropriate State Department offices as set out in the regulations. Processes pouch, local mail in MMS, and DPO mail using the computer based ILMS and other software-based tracking systems. This includes data entry and the use of bar code scanners and a computer operated signature pad. Records and tracks the handing of mail to other agency mailrooms and customer delegates using approved USPS and Department forms and methods.

(15%) Airport/Freight Forwarder Logistics – Liaising with our contacts in the mail handling process to positively influence the flow of Embassy pouch material and DPO mail - Interfaces with mid-level Airport Security services, ground handlers and customs officials in order to efficiently and securely get our pouch out of the airport and into the Embassy. This also includes, on a rotating basis, runs out to the airport for Class pouch pickup, driving and accompanying American officers and liaising with the tarmac officials where needed. Retrieves misplaced mail from the Airport cargo holding areas if necessary. Drives office or cargo vehicles for in area mail runs within the city, and along the highway to the airport and back for DPO mail and pouch pickup when necessary. Maintains vehicles by washing and monitoring fluid levels.

(10%) Other Administrative Duties - Other duties as assigned by the agency – May include but not limited to: Reproduction works, operate photo copier machines, utilize Microsoft Office and other programs required to move requested documents from computer to paper. Preparing customs papers or answering phone calls at the switchboard office in emergency situations.

Incumbent serves as an incidental operator of official vehicles and meets all requirements outlined in 14 FAM 433.

****Note:** This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

Successful completion of high school or local equivalent.

b. Prior Work Experience:

One year of experience in customer care, office assistance, or clerical work.

c. Post Entry Training:

Hands on computer training for use of the Integrated Logistics Management System (ILMS) to process pouch. RSO provided WMD training for mail screening. Department mandated safe driver training. No Fear Act Training (PT401); and Ethics for New Locally Employed Staff (PA453).

d. Language Proficiency: List both English and host country language(s) proficiency by level (II, III) and specialization (sp/read):

English level III (Good working knowledge) Reading/Writing/Speaking is required.

e. Job Knowledge:

Knowledge of standard office practices. Knowledge of Department of State DPO, Pouch, and host country post regulations and procedures; knowledge of local post offices, airport, and train facilities, as well as a local courier system; good understanding of Mission's organization, function, personnel, and practices of the agencies to which mail service is provided.

f. Skills and Abilities:

Good organizational skills, thoroughness and accuracy in processing documentation, ability to work well in a team environment. Must have user knowledge of Microsoft Office Suite (Excel, Word, and Outlook). Must maintain a courteous and professional demeanor and possess excellent customer service skills. Must be able to work independently on a routine basis. Must have a valid driver's license. Must be willing to work flexible hours, if required. Must be able to lift 70 pounds and safely move up to 250 pounds with assistance from coworkers or use of mechanical devices. Maximum lift requirements may be subject to local regulations.

16. POSITION ELEMENTS

a. Supervision Received:

Reports directly to the Mailroom Supervisor

b. Supervision Exercised:

None

c. Available Guidelines:

Local Postal regulations, Pouch and Mail Handbook (14 FAH-4), Diplomatic Pouch and Mail (14 FAM 700), ILMS Knowledge Base (DOS) website, USPS web page, Mail room Standard Operating Procedures (SOP) handbook, Airline schedules, Postal charts, local customs regulations, and the Locally Engaged Staff (LES) Handbook.

d. Exercise of Judgment:

Ability to make the best judgment in daily mail room operations and customer service situations.

e. Authority to Make Commitments:

None

f. Nature, Level and Purpose of Contacts:

Contacts with Customs officers at the airport, officials at the central mail exchange, airline officials in arranging pouch, local government officials, and US Embassy mail customers.

g. Time Expected to Reach Full Performance Level:

Six months.

DS 298 (*Formerly OF-298*)
08-2003